Hello [Disability office coordinator's name],

My name is [Your name]. I am a blind student enrolled on campus.

I recently received assistance with a computer problem. While the IT department was very helpful when it came to resolving my incident, I encountered some issues with the remote support program being utilized. The support was conducted over the current software.

The good news is that I have found a program that will fully resolve that issue. The program is called, Remote Incident Manager.

Remote Incident Manager is a fully accessible remote desktop solution that makes every aspect of the remote support process accessible, while offering an identical feature set to conventional applications.

Remote Incident Manager will allow me to:

* Connect to a support representative easily and efficiently through use of a simple keyword
* Talk to the person on the other end of the connection without having to use another VOIP system
* Utilize a remote session to receive assistance with any inaccessible course websites I encounter

For the team leader and the rest of the team, Remote incident Manager will:

* Provide an identical feature set to your existing solution
* Utilize peer to peer connections for the best possible responsiveness throughout support sessions
* Greatly simplify session initiation through use of user-definable keywords as opposed to user ID's and passwords
* Provide an extremely simple interface to streamline the onboarding process
* Allow a smoother accessible flow of support sessions
* Remove one more barrier to making the university accessible
* Allow visually impaired aspiring technicians to work as IT help desk staff to gain valuable experience

You can find more information about Remote Incident Manager at <https://www.pneumasolutions.com/products/rim/>

After you've had a chance to look at Remote Incident Manager, I would like to schedule a time to discuss this in more detail with you. I believe Remote Incident Manager is a simple and reasonable accessibility accommodation for a problem with no solution until now. Moreover, it is a solution that works as well as any other for all employees.

Respectfully,

[Your name]